

Enterprise Human Resources and Payroll

#12 - *EHRP SYSTEM HOURS*



What are the hours of availability for the EHRP System?

The general hours of EHRP system availability are as follows:

- Monday through Friday: 7 AM – 10 PM EST (EDT)
- Weekend (Mid Pay Period): 7 AM – 10 PM EST (EDT) but the EHRP system support is not available. If an issue arises, log a ticket and the Help PoC team will receive it on the next business day.
- Last Friday of Pay Period: 7 AM – 5 PM EST (EDT)
- Weekend (Pay Period End): EHRP Unavailable
- Holidays: 7 AM – 10 PM EST (EDT) but the EHRP system support is not available. If an issue arises, log a ticket and the Help PoC team will receive it on the next business day.

NOTE: The EHRP team will provide notice if a change in system availability is necessary (e.g. system maintenance).